

Quasar – Managed System Support

Quasar offers support to ION and PowerLogic power monitoring system users. From installation, to operation and maintenance, **Quasar’s Managed System Support** provides the know-how to maximise your productivity and get the most from your energy management & power quality monitoring systems.



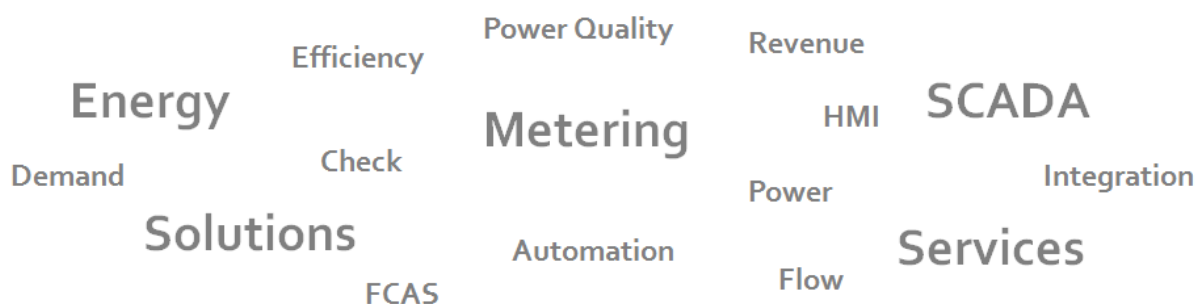
MSS is highly regarded by our clients who appreciate the value of having Quasar proactively managing and maintaining this important aspect of their businesses.

This level of support is particularly appropriate for;

- Electricity Distribution, Grid, and Power Generation utilities
- Mission-critical energy metering & power quality monitoring systems in the industry, commerce, health, & transport sectors
- FCAS (Frequency Control Ancillary Services) compliance systems

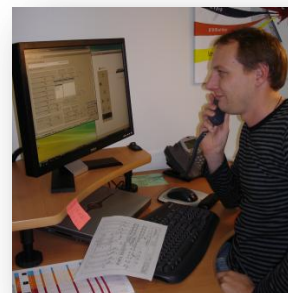
Quasar’s Managed System Support is a turnkey managed system and technical support service for organisations requiring an extra level of specialised proactive assistance. **MSS** offers a complete managed solution allowing our clients to concentrate on using the intelligent data provided by their system, without the concern of managing its operation.

MSS is a strategic support solution – combining multiple collaborative services, helping reduce your total cost of ownership, and ensuring your ION or PowerLogic system continues to deliver outstanding value long-term.



Unlike traditional reactive technical support, **MSS** is completely proactive, and includes the assignment of a factory-trained and experienced System Integrator, who will;

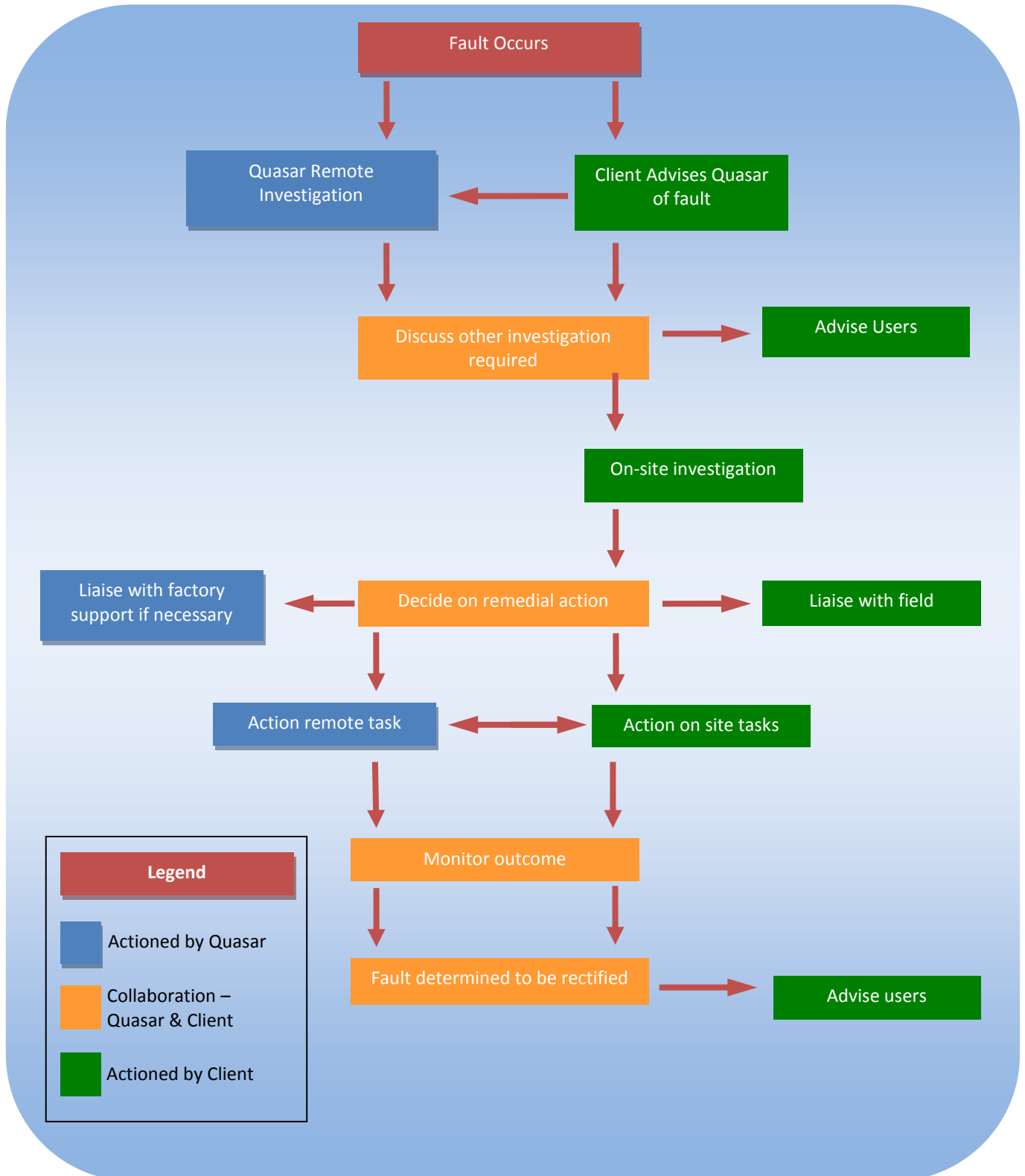
- Manage your ION system completely
- Serve as your primary contact for technical assistance and proactive support services
- Work collaboratively with you to understand your ION or PowerLogic system
- Factor in your goals and document all the components in your system
- Continually monitor your system for Alerts and issues
- Liaise closely with your IT support people in monitoring your IT and communications infrastructure
- Recommend enhancements that improve performance and reliability



Quasar – Managed System Support Features	
Direct access to Support using telephone and email with Priority Response during NZ business hours	✓
Factory Trained System Integrator assigned to site to serve as your primary contact	✓
Web Access To service packs, quick fixes and Technical Library	✓
Proactive notification of service packs, patches and firmware	✓
Remote Installation of service packs, patches and firmware where agreed	✓
Remote System Management and Troubleshooting using secure broadband Internet connection	✓
System inventory and configuration tracking	✓
Regular proactive maintenance checks	✓
Server hardware health (disk space, memory)	✓
Server OS software (versions, error logs, events, security)	✓
ION Enterprise software (versions, updates, error logs, events, ION Security)	✓
ION Database integrity (local backups, archives, trimming, performance and growth rates)	✓
Web stability (WebReach and Web Reporter)	✓
Field device real-time data integrity	✓
Field device communications monitoring via immediate alerts to our System Integrator	✓
Global Events System Status reporting sent daily to our System Integrator	✓
FCAS - Frequency Control Ancillary Services Support (Event retrieval and report production & distribution)	✓

Fault Identification and Rectification

The action plan for fault notification, identification, & rectification is illustrated below. As the diagram illustrates, there is considerable liaison between Quasar and you the client. Clients nominate one key contact staff member for the metering and field aspects of support, and another for IT.



Quasar's Wealth of Expertise

Quasar is a 26 year veteran and respected provider of energy, power & power quality metering, SCADA/HMI, and process automation to NZ's utility and industrial enterprises. Its technical support and Managed System Support contracts are highly respected by its clients.

Our Company Vision is a simple one '**Delivering Intelligent Data**' which focuses on what our clients gain from working with us rather than on the hardware or software products used to achieve this outcome. We focus on ensuring that the intelligent information gathered from your business operations and processes reaches its desired destination.

Quasar's support staff are factory trained, with years of practical experience in designing, developing, and supporting metering and PQ systems, throughout New Zealand and Australia.

The Value of MSS to your Organisation

- Proven product & track record – **most** major NZ utilities with ION metering systems have **MSS**
- Ensures the delivery of your intelligent data – right to your desktop
- Saves the expense of training your staff, use Quasar's factory-trained & experienced staff
- Rely on Quasar's extensive & unique ION technology utility metering systems experience
- Partnered with Quasar, your staff can trust that the data will be there when they need it
- **Managed System Support** provides support that lets you get on with what you do best –
the business of managing your network, plant or facility, worry-free

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